

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

2 Application Serial No. 10/826,160  
Filing Date 4/15/2004  
3 Confirmation No. 8619  
Inventorship Hua-Jun Zeng et al.  
4 Applicant Microsoft Corporation  
Group Art Unit  
5 Examiner  
Attorney's Docket No. MS1-1892US  
6 Title: Mining Service Requests for Product Support

## **INFORMATION DISCLOSURE STATEMENT**

References – See Attached Form PTO-1449

To: **Mail Stop Amendment**  
Commissioner for Patents  
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The Commissioner is hereby authorized to charge payment of fees or credit overpayments to Deposit Account No. 12-0769 as set forth in 37 CFR 81.17(d).

Dated: 01/03/06

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Sheet 1 of 1

**Complete if Known**

Application Number	10/826,160
Filing Date	4/15/2004
First Named Inventor	Zeng et al.
Art Unit	
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U. S. PATENT DOCUMENTS

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